Position: Transition Specialist – Path to Team Lead
Reports To: Owner
Classification: Non-Exempt / Hourly
Location: Client sites and TRT Newmarket, NH office
Schedule: Monday-Friday, as scheduled
Hours: Variable; estimated 10-20 hours per week initially and could increase to 25-30 hours

Position Summary

The Transition Specialist supports and executes client transition projects, including rightsizing, organizing, packing, move coordination, and home setup. This position is intended for someone interested in developing into a Transition Team Lead through hands-on training, increasing responsibility, and demonstrated proficiency.

The role begins under the direction of the Team Lead or Owner, learning TRT's methods, systems, and standards of care. As skills and leadership readiness are demonstrated, responsibilities may expand to include directing assigned work, coordinating vendors, communicating with clients, and overseeing project activities within approved authority.

Applicants should bring strong organization, initiative, sound judgment, technology proficiency, and an interest in leading others. Experience in senior move management or professional organizing is helpful but not required. This is a hands-on position in client homes; digital documentation and company apps are essential parts of daily work.

Essential Duties and Responsibilities

Client Services & Project Support

- Assist with client consultations and project planning.
- Measure spaces and furniture and assist with floor and space plans.
- Guide clients through sorting, rightsizing, and decisions about what to keep, sell, donate, recycle, or discard, with compassion and respect.
- Assist in the discovery phase by sorting, staging, and photographing belongings.
- Maintain a calm, compassionate, and professional presence with clients and families.
- Stage, label, and organize belongings using TRT's color-coding system.
- Pack and label items accurately and carefully, following company procedures.

- Unpack, organize, and rehome belongings according to the project plan and client preferences.
- Create clearly labeled staging areas for donation, auction, recycling, and disposal.
- Assist with home setup, decorating, and organization after move-in.
- Load and deliver items to donation centers, consignment, or disposal sites as assigned.

Coordination & Execution

- Follow project timelines, instructions, and daily task lists established by the Owner.
- Coordinate with movers, auctioneers, contractors, clean-out crews, cleaners, and donation centers when delegated.
- Delegate and oversee tasks assigned to Transition Helpers as directed, ensuring accuracy and safe completion.
- Safely handle, pack, and transport client belongings with attention to detail.
- Maintain organized work zones and leave spaces clean, safe, and ready for the next project phase.
- Promptly report progress, concerns, client feedback, and changes that may affect the project.
- Work within assigned authority. Project plans, scope changes, and project-level decisions remain with the Team Lead or Owner until additional authority is explicitly assigned.

Technology & Digital Documentation

- Use CompanyCam to upload photos to the correct project, add labels and notes, create and update checklists, verify completed tasks, and record new tasks as needed.
- Use company apps, shared documents, email, and calendars to locate instructions and communicate accurate project updates.
- Write clear, concise notes and complete digital records consistently, without repeated reminders.
- Accurately record work time using the company's time-tracking app.
- Follow procedures for protecting client photos, information, and other confidential records.

Leadership Development & Advancement

Training begins with learning TRT's methods and completing assigned work under supervision. As proficiency is demonstrated and approved, the employee may lead assigned work sessions and take on greater responsibility for daily priorities, client updates, vendor coordination, and directing team members.

- Learn to organize daily work, anticipate materials and staffing needs, and monitor progress against the project plan.

- Develop the ability to assign tasks, provide clear direction, check work, and give constructive feedback.
- Build proficiency in client communication, floor planning, move-day coordination, and vendor logistics.
- Demonstrate sound judgment, including when to act within assigned authority and when to seek guidance.
- Participate in training and progress reviews and apply feedback consistently.

Advancement to Transition Team Lead is based on demonstrated proficiency, reliability, judgment, leadership ability, and business needs. Promotion is not automatic or based solely on length of employment. Changes in title, responsibilities, hours, and compensation will be discussed before promotion. The Team Lead role is currently estimated at 25–30 hours per week, depending on project demand.

Qualifications

Required Qualifications

- Strong organizational, communication, and time-management skills, with dependable follow-through.
- Relevant experience taking responsibility for projects, coordinating people or schedules, or managing competing priorities.
- Ability to work independently and collaboratively while respecting assigned decision-making authority.
- Compassionate, professional demeanor when interacting with older adults and families.
- Interest in developing into a role that leads team members and manages client projects.
- Confident use of smartphones, computers, mobile apps, digital photos, email, calendars, and basic office software.
- Ability to learn new software and independently follow digital workflows after training. Prior experience with CompanyCam or TRT's specific apps is not required; basic technology proficiency is required at hire.
- Valid driver's license and reliable transportation.
- Ability to safely lift and carry up to 40 lbs.

Preferred Qualifications

- Experience in senior move management, professional organizing, relocation services, or a related field.

Employment Disclaimer

This job description is not an employment contract. It outlines the general nature and scope of the work performed. The Right Transition, LLC reserves the right to modify, add, or remove

duties as business needs evolve. All employment with The Right Transition, LLC is **at-will**, meaning either the company or the employee may terminate employment at any time, with or without notice or cause, consistent with applicable law.